EDITORIAL INDEX—1981

SUBJECT INDEX

Blood banking

Seven steps to a comprehensive donor program. January 99
Washington report: Blood bankers face burst of regulation. March 27
Viewpoint: Plasmapheresis: An old idea with a new twist. April 21
Viewpoint: Rh immune globulin: A ton of prevention? June 21
Blood and disasters: A sensible plan. June 157
Do we really need the Coombs crossmatch? October 71
A letter way to improve transfusion practices. October 95
Viewpoint: Should we screen for and quantitate fetomaternal hemorrhage? November 21
Washington report: Blood bank groups on the verge of a resource sharing agreement. December 25

Career development

Viewpoint: Clinical pathology still has some growing to do. January 21
Rotating responsibilities bridged our supervisory gap. January 91
Raising a lab staff's communication skills. March 107
Creating power in powerless positions. April 51
Phase training: A systematic approach to lab instruction. April 159
Reflections: To be an effective manager—be assertive. June 175
Viewpoint: What's behind the exodus from medical technology? July 21
Reflections: Supervising: It's a learning process. July 147
A college course for phlebotomists. October 123
Beating burnout in the laboratory. November 44
Why every tech should be a specialist. November 131
Retraining programs: An overview of where they are and how they're doing. December 31
Retraining programs: Putting new opportunities within reach. December 44
Retraining programs: Which approach works best? December 55
Medical technology: Job or profession? December 76

Certification and licensure

Certificate of need: At the crossroads. July 121
Washington report: New civil service standards include some good news, some bad. September 27

Communication

Seven steps to a comprehensive donor program. January 99
Raising a lab staff's communication skills. March 107
Picture a laboratory article, then write it! April 41
Interpretive reporting: Overcoming the obstacles. May 43
Interpreting test results more effectively. May 53
Interpretation and reporting by computer. May 65
How an HMO teams up laboratorians and patients. May 109
How one lab gauges job satisfaction. June 35
Bridging the nurse-technologist rift. June 61
Abbreviations, acronyms, and alphabet soup: An abecedary for the lab. June 99

(continued)

SUBJECT INDEX Page 91
AUTHOR INDEX Page 99
HOT LINE INDEX Page 104
TIPS ON TECHNOLOGY INDEX Page 107
WASHINGTON REPORT INDEX Page 107

Subject Index

A lab chart that organizes patient results. June 107
They're never too young to learn about the lab. June 135
Reflections: Computerizing? Expect the worst. August 113
Getting everyone to like your new computer system. September 75
Improving your lab's transfer of information. September 101
Introducing and managing change in the clinical lab. September 115
Reflections: Putting something over on your staff? Don't kid yourself! September 133
Panic value reporting: How well does it work? October 61
Live, from Tucson: "Prescription for Health." October 83
A letter way to improve transfusion practices. October 95

Continuing education

Interpretive reporting: How far do labs go? May 33
Do clinicians want laboratory advice? May 79
Making the most of scientific meetings. June 79
Get to know those veterinary specimens—they won't bite! October 103
Continuing education: Not just for large labs. November 65
Viewpoint: Continuing education and true professionalism. December 21
Retraining programs: An overview of where they are and how they're doing. December 31
Retraining programs: Putting new opportunities within reach. December 44
Retraining programs: Which approach works best? December 55
Seven tips for taking—and passing—exams. December 71

Data processing

Factors to consider in selecting a computer. January 33
Laboratory computers: The need for a better system. January 43
What your computer dollar will buy. January 51
Using a home computer in the clinical laboratory. January 59
Interpretive reporting: How far do labs go? May 33
Interpretive reporting: Overcoming the obstacles. May 43
Interpretation and reporting by computer. May 65
Do clinicians want laboratory advice? May 79
A lab chart that organizes patient results. June 107
Computerized diagnosis in the lab. July 41
Reflections: Computerizing? Expect the worst. August 113
Getting everyone to like your new computer system. September 75

Employee relations

Reflections: Secretaries are indispensable team members. January 119
Reflections: Job enrichment: A path to personal growth. March 114
Managing the unpopular employee. April 119
Management by objectives: A program that works. June 118
Containing conflict in the laboratory. July 139
Good position descriptions help fit the employee to the job. September 33
Dealing with the absentee or tardy employee. September 91
Introducing and managing change in the clinical lab. September 115
Reflections: Putting something over on your staff? Don't kid yourself! September 133
Keeping the employee interview legal. November 96
How to cope with employee illness. December 85

Ethics

Viewpoint: The medicine man—then and now. March 21
Viewpoint: Will reason prevail in the AFP controversy? May 21
Viewpoint: Letting the genie out of the test tube. September 21

Financial management

Eleven keys to laboratory cost-effectiveness. February 111
An easy way to determine your cost per test. March 67
Trends in pathologist compensation. March 95
Test cost analysis in the clinical laboratory. July 59
Viewpoint: Cutting down on laboratory charges. August 19
Tracking revenues and expenses. August 31
Building budgets and figuring fees. August 39
These hospitals dropped Social Security—to everyone's benefit! August 45
The flexible budget: A technique for cost control. August 65
Practical ideas for cost containment in microbiology. August 73
Assessing the options for new services. August 89
How to choose a reference lab. September 61
An alternative plan for laboratory service and management. September 123

Foreign laboratories

Laboratory medicine in China: Quality care without high tech. October 38

Fringe benefits

Technologists vs. nurses: The benefits gap widens. January 67
These hospitals dropped Social Security—to everyone's benefit! August 45

Government relations

Washington report: How health care will fare with the new Administration and Congress. January 27
Viewpoint: Eradicating laboratory fraud. February 21
Washington report: Reorganization of CDC: What it means to clinical labs. April 27
Washington report: Mandatory experience reporting draws fire from labs, manufacturers. May 27
Washington report: PSROs, allied health education face ax. June 29
Washington report: Will "competition" come to health care? July 27
Certificate of need: At the crossroads. July 121
Washington report: Decisions near on AFP, other programs. August 25
These hospitals dropped Social Security—to everyone's benefit! August 45
Washington report: New civil service standards include some good news, some bad. September 27
Washington report: Medicaid bidding authority may affect labs. October 27

Humor

The blind control that never stood a chance. July 75

Inspection and accreditation

Washington report: One lab's deficient performance leads HCFA to rethink cytology surveys. February 27
Oh my God, I'm the safety officer! February 83
Defining and defeating biohazards in the laboratory. July 81

Instruments

Automating the small to medium microbiology lab. February 53
Lab and instrument manufacturer: A unique partnership. April 137
Computerized diagnosis in the lab. July 41
A survey of purchasing practices in clinical chemistry. July 101
How the FDA monitors clinical chemistry products. July 129
A troubleshooting guide that does it all. September 41

Labor relations

How we improved our hiring process. March 43
How to make a union unnecessary. March 85

Laboratory of the future

Two promising—and provoking—areas in clinical immunology. April 61
What's to come in immunology. April 83

Legal problems

Viewpoint: Eradicating laboratory fraud. February 21
Washington report: One lab's deficient performance leads HCFA to rethink cytology surveys. February 27
Viewpoint: Will reason prevail in the AFP controversy? May 21
Interpreting test results more effectively. May 53
Keeping the employment interview legal. November 96

(continued)

Subject Index

Maintenance

Lab and instrument manufacturer: A unique partnership. April 137
A troubleshooting guide that does it all. September 41

Management techniques

Clear the air with a work climate survey. January 111
Reflections: Secretaries are indispensable team members. January 119
How to recognize the problem employee. February 79
Eleven keys to laboratory cost-effectiveness. February 111
Reflections: Time management: A must for lab managers. February 119
The Gantt chart: A planning tool to speed up projects. March 63
How to rev up a lazy employee. March 77
How to make a union unnecessary. March 85
Reflections: Job enrichment: A path to personal growth. March 114
SPs belong in your managerial portfolio. April 33
Creating power in powerless positions. April 51
Managing the unpopular employee. April 119
Reflections: Don't hesitate to delegate. April 182
How an HMO teams up laboratorians and patients. May 109
Our disaster plan had its trial by fire. May 123
Reflections: Enlisting supervisor support: A key to constructive change. May 132
How one lab gauges job satisfaction. June 35
Management by objectives: A program that works. June 117
Blood and disasters: A sensible plan. June 157
Who manages the laboratory? June 169
Reflections: To be an effective manager—be assertive. June 175
Reflections: Supervising: It's a learning process. July 147
Assessing the options for new services. August 89
The challenge of managing the older employee. August 99
How to choose a reference lab. September 61
Introducing and managing change in the clinical lab. September 115
Viewpoint: Quality control is a management discipline. October 21
Using a Delphi poll to solve lab problems. October 33
Combined management for clinical laboratories. October 137
Peer review: A cost-effective management tool. November 54
Why every tech should be a specialist. November 131
Reflections: The laboratory's front office comes of age. November 141
Reflections: Position descriptions: Powerful management tools. December 109

Patient relations

A stick in time saves nine. April 109
How an HMO teams up laboratorians and patients. May 109
They're never too young to learn about the lab. June 135
Live, from Tucson: "Prescription for Health." October 83

Personnel management

A safe pregnancy in the lab. January 75
Clear the air with a work climate survey. January 111
How to recognize the problem employee. February 79
Eleven keys to laboratory cost-effectiveness. February 111
How we improved our hiring process. March 43
How to rev up a lazy employee. March 77
SPs belong in your managerial portfolio. April 23
Managing the unpopular employee. April 119
How to deal with stress in the laboratory. April 149
Reflections: Don't hesitate to delegate. April 182
How one lab gauges job satisfaction. June 35
Do night-shift incentives work? June 43
Management by objectives: A program that works. June 117
When you shouldn't take no for an answer. June 147
Is a workaholic lurking in your lab? July 33
Containing conflict in the laboratory. July 139
The challenge of managing the older employee. August 99
Good position descriptions help fit the employee to the job. September 33
Dealing with the absentee or tardy employee. September 91
Keeping the employment interview legal. November 96
Why every tech should be a specialist. November 131
How to cope with employee illness. December 85
Reflections: Position descriptions: Powerful management tools. December 109

Problem solving

Picture a laboratory article, then write it! April 41
I have the answers at my fingertips. April 125
How to deal with stress in the laboratory. April 149
Step by step by step: A complete procedure manual. April 173
When you shouldn't take no for an answer. June 147
Is a workaholic lurking in your lab? July 33
Computerized diagnosis in the lab. July 41
Using a Delphi poll to solve lab problems. October 33
Viewpoint: Should we screen for and quantitate fetomaternal hemorrhage? November 21
Beating burnout in the laboratory. November 44
A handy way to organize abnormal morphology data. November 117
Seven tips for taking—and passing—exams. December 71

Productivity

Automating the small to medium microbiology lab. February 53
Reflections: Time management: A must for lab managers. February 119
Are you making full use of part-time help? May 93
Practical ideas for cost containment in microbiology. August 73
An alternative plan for laboratory service and management. September 123
Peer review: A cost-effective management tool. November 54.

Professional relations

Viewpoint: Clinical pathology still has some growing to do. January 21
How we export quality control to doctors' labs. February 67
A microbiology course for nurses. February 97
Picking the perfect pathologist. March 33
A woman's view of clinical pathology. March 55
Raising a lab staff's communication skills. March 107
A stick in time saves nine. April 109
Interpretive reporting: How far do labs go? May 33
Interpretive reporting: Overcoming the obstacles. May 43
Interpreting test results more effectively. May 53
Interpretation and reporting by computer. May 65
Do clinicians want laboratory advice? May 79
Bridging the nurse-technologist rift. June 61
Who manages the laboratory? June 169
Is a workaholic lurking in your lab? July 33
Improving your lab's transfer of information. September 101
Laboratory medicine in China: Quality care without high tech. October 38
Panic value reporting: How well does it work? October 61
Live, from Tucson: "Prescription for Health." October 83
Combined management for clinical laboratories. October 137
Reflections: Are medical technologists professionals? October 145
Teaching residents the realities of office labs. November 35
Viewpoint: Continuing education and true professionalism. December 21
Medical technology: Job or profession? December 76

Purchasing

Factors to consider in selecting a computer. January 33
What your computer dollar will buy. January 51
The Gantt chart: A planning tool to speed up projects. March 63
A survey of purchasing practices in clinical chemistry. July 101
Assessing the options for new services. August 89
How to choose a reference lab. September 61

Quality control

Using a home computer in the clinical laboratory. January 59
Washington report: One lab's deficient performance leads HCFA to rethink cytology surveys. February 27
Quality control: State of the art. February 33
Quality control: The problems and the solutions. February 43
How we export quality control to doctors' labs. February 67
Washington report: PSROs, allied health education face ax. June 29
The blind control that never stood a chance. July 75

(continued)

Viewpoint: Quality control is a management discipline. October 21
Peer review: A cost-effective management tool. November 54
A statistical system of quality control in hematology. November 83

Record keeping

I have the answers at my fingertips. April 125
Step by step by step: A complete procedure manual. April 173
A lab chart that organizes patient results. June 107
Workbooks streamlined our chemistry department. July 111
Charts and graphs keep a busy lab on course. September 49
A handy way to organize abnormal morphology data. November 117
Reflections: The laboratory's front office comes of age. November 141
Give a slide show for safety orientation. December 65

Regulation

Washington report: How health care will fare with the new Administration and Congress. January 27
Washington report: Blood bankers face burst of regulation. March 27
Washington report: Reorganization of CDC: What it means to clinical labs. April 27
Washington report: Mandatory experience reporting draws fire from labs, manufacturers. May 27
Washington report: PSROs, allied health education face ax. June 29
Washington report: Will "competition" come to health care? July 27
Defining and defeating biohazards in the laboratory. July 81
Certificate of need: At the crossroads. July 121
How the FDA monitors clinical chemistry products. July 129
Viewpoint: Cutting down on laboratory charges. August 19
Washington report: Decisions near on AFP, other programs. August 25
Viewpoint: Letting the genie out of the test tube. September 21
Washington report: Medicaid bidding authority may affect labs. October 27
Do we really need the Coombs crossmatch? October 71
Washington report: OSHA eyes safety deregulation for labs. November 29

Safety

A safe pregnancy in the lab. January 75
Oh my God, I'm the safety officer! February 83
Defining and defeating biohazards in the laboratory. July 81
Washington report: OSHA eyes safety deregulation for labs. November 29
Give a slide show for safety orientation. December 65

Salaries

Technologists vs. nurses: The benefits gap widens. January 67
Trends in pathologist compensation. March 95
Do night-shift incentives work? June 43
Viewpoint: What's behind the exodus from medical technology? July 21
These hospitals dropped Social Security—to everyone's benefit! August 45
Washington report: New civil service standards include some good news, some bad. September 27

Scheduling

Are you making full use of part-time help? May 93
Dealing with the absentee or tardy employee. September 91

Staffing

Picking the perfect pathologist. March 33
How we improved our hiring process. March 43
Are you making full use of part-time help? May 93
Our disaster plan had its trial by fire. May 123
Do night-shift incentives work? June 43
Viewpoint: What's behind the exodus from medical technology? July 21
Graph your workload to pinpoint staffing needs. August 57

Training programs

Rotating responsibilities bridged our supervisory gap. January 91
How we export quality control to doctors' labs. February 67
A microbiology course for nurses. February 97
Phase training: A systematic approach to lab instruction. April 159

Subject, Author Index

Our disaster plan had its trial by fire. May 123
Harder times for medical technology interns. June 51
A college course for phlebotomists. October 123
Teaching residents the realities of office labs. November 35
Retraining programs: An overview of where they are and how they're doing. December 31
Retraining programs: Putting new opportunities within reach. December 44
Retraining programs: Which approach works best? December 55

Unions

How to make a union unnecessary. March 85

Workload management

Automating the small to medium microbiology lab. February 53
A stick in time saves nine. April 109
Test cost analysis in the clinical laboratory. July 59
Workbooks streamlined our chemistry department. July 111
Graph your workload to pinpoint staffing needs. August 57
Charts and graphs keep a busy lab on course. September 49

AUTHOR INDEX

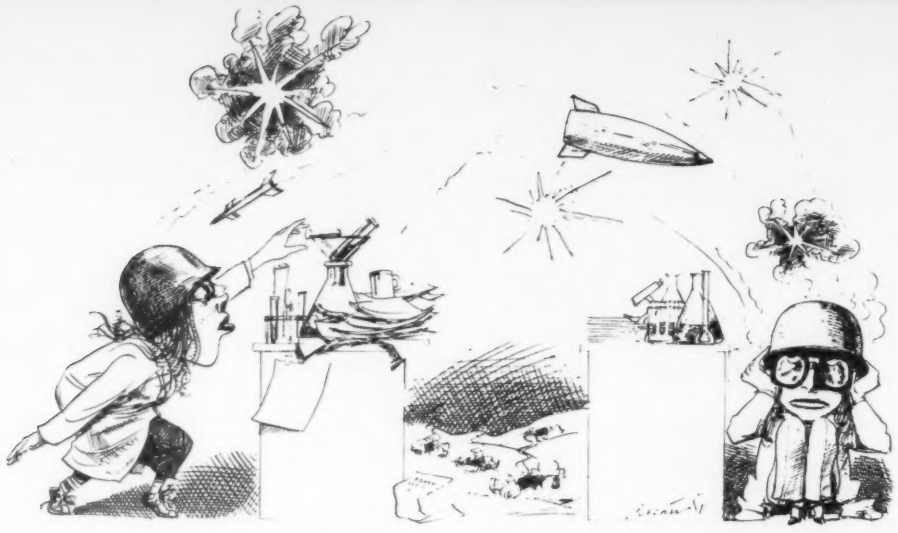
A

Abraham, Andrew A., M.D.; Werner, Mario, M.D. Defining and defeating biohazards in the laboratory. July 81
Alden, John. Who manages the laboratory? June 169
Alpert, Nelson L., Ph.D. Lab and instrument manufacturer: A unique partnership. April 137
Azar, Miguel M., Ph.D.; Koehler, Don; Rogers, Penny. Raising a lab staff's communication skills. March 107
Aziz, Kaiser J., Ph.D. How the FDA monitors clinical chemistry products. July 129

B

Baer, Daniel M., M.D. Picking the perfect pathologist. March 33
Barger, James D., M.D. Viewpoint: Quality control is a management discipline. October 21
Barron, William G. Automating the small to medium microbiology lab. February 53
Barros, Annamarie. Eleven keys to laboratory cost-effectiveness. February 111
Barros, Annamarie. Reflections: Are medical technologists professionals? October 145
Barros, Annamarie. Peer review: A cost-effective management tool. November 54
Barros, Annamarie. Reflections: Position descriptions: Powerful management tools. December 109
Beerbaum, Lois; James, Geraldine Y. Harder times for medical technology interns. June 51
Benezra, Nat. Interpretive reporting: How far do labs go? May 33
Benezra, Nat. Interpretive reporting: Overcoming the obstacles. May 43
Benezra, Nat. These hospitals dropped Social Security—to everyone's benefit! August 45
Benjamin, Denis R. Getting everyone to like your new computer system. September 75

(continued)



Bevis, Larry; Davey-Adams, Cynthia. How to make a union unnecessary. March 85
Black, Homer S., Ph.D. Introducing and managing change in the clinical lab. September 115
Blasius, Elizabeth; Boyd, Theophilus; Gurney, Robert. A troubleshooting guide that does it all. September 41
Boe, Gerard P., Ph.D. How to deal with stress in the laboratory. April 149
Boyd, Theophilus; Blasius, Elizabeth; Gurney, Robert. A troubleshooting guide that does it all. September 41
Braun, Bruce E.; Statland, Bernard E., M.D., Ph.D. Test cost analysis in the clinical laboratory. July 59
Bulgrin, Lyle L. I have the answers at my fingertips. April 125
Burnell, S. Kenneth, Ph.D.; Koziol, Stephen J. A survey of purchasing practices in clinical chemistry. July 101

C

Callahan, Barbara B. The blind control that never stood a chance. July 75
Chang, Yu-wen, M.D. Panic value reporting: How well does it work? October 60
Cochennour, Mary C. How we export quality control to doctors' labs. February 67
Coe, John M. Laboratory computers: The need for a better system. January 43

D

Davey-Adams, Cynthia; Bevis, Larry. How to make a union unnecessary. March 85
Day, Carmel Marti, Ph.D. Creating power in powerless positions. April 51
Day, Carmel Marti, Ph.D. Seven tips for taking—and passing—exams. December 71
De Cresce, Robert, M.D.; Henick, Adam. Assessing the options for new services. August 89
Deyer, Carole A.; Neal-Kaminski, Mara. Retraining programs: Which approach works best? December 55

E

Ellner, Paul D., Ph.D. Improving your lab's transfer of information. September 101

F

Feldman, Bernard F., D.V.M., Ph.D. Get to know those veterinary specimens—they won't bite! October 103
Flury, Patricia A. Technologists vs. nurses: The benefits gap widens. January 67
Frank, Lynn L; Haugh, Mary A. Management by objectives: A program that works. June 117

G

Gajewski, Alice. They're never too young to learn about the lab. June 135
Galen, Robert S., M.D.; Kulikowski, Casimir A., Ph.D.; Weiss, Sholom M., Ph.D. Computerized diagnosis in the lab. July 41
Galen, Robert S., M.D. Laboratory medicine in China: Quality care without high tech. October 38
Golden, Thelma H. A college course for phlebotomists. October 123
Greenberg, Jonathan B., M.D. Seven steps to a comprehensive donor program. January 99
Grimaldi, Paschal Q. Phase training: A systematic approach to lab instruction. April 159
Gurney, Robert; Blasius, Elizabeth; Boyd, Theophilus. A troubleshooting guide that does it all. September 41
Guy, L. Ruth, Ph.D. Abbreviations, acronyms, and alphabet soup: An abecedary for the lab. June 99

H

Haber, Seth L., M.D.; Inhorn, Marcia C. Beating burnout in the laboratory. November 44
Hallam, Kris. Quality control: State of the art. February 33
Hallam, Kris. Quality control: The problems and the solutions. February 43
Hallam, Kris. An alternative plan for laboratory service and management. September 123
Hallam, Kris; Kaplan, Deborah. Retraining programs: An overview of where they are and how they're doing. December 31
Haugh, Mary A.; Frank, Lynn L. Management by objectives: A program that works. June 117
Henick, Adam; De Cresce, Robert, M.D. Assessing the options for new services. August 89
Hetherington, Frances. Teaching residents the realities of office labs. November 35
Hinkle, Sue. Charts and graphs keep a busy lab on course. September 49
Hunter, Jennifer. A handy way to organize abnormal morphology data. November 117

I

Inhorn, Marcia C.; Haber, Seth L., M.D. Beating burnout in the laboratory. November 44
Inman, Esther. Bridging the nurse-technologist rift. June 61
Isikoff, Sharon K., M.D. A woman's view of clinical pathology. March 55
Ivey, Ted R. Keeping the employment interview legal. November 96

J

Jacobson, William, M.D.; Swezey, Carol B. Do clinicians want laboratory advice? May 79
James, Geraldine Y.; Beerbaum, Lois. Harder times for medical technology interns. June 51
Jones, Plummer Flippen. Graph your workload to pinpoint staffing needs. August 57
Jones, Plummer Flippen. How to choose a reference lab. September 61

K

Kabbes, Dawn; Quinlan, Kathleen. A lab chart that organizes patient results. June 107.
Kapfer, Christine. Rotating responsibilities bridged our supervisory gap. January 91
Kaplan, Deborah; Hallam, Kris. Retraining programs: An overview of where they are and how they're doing. December 31
Kaskiw, E. Andrew. Trends in pathologist compensation. March 95
Koehler, Don; Azar, Miguel M., Ph.D.; Rogers, Penny. Raising a lab staff's communication skills. March 107
Koepke, John A., M.D., A statistical system of quality control in hematology. November 83
Koziol, Stephen J.; Burnell, S. Kenneth, Ph.D. A survey of purchasing practices in clinical chemistry. July 101
Krieg, Arthur F., M.D. What your computer dollar will buy. January 51
Kropp, Nancy Gowen. A safe pregnancy in the lab. January 75
Kuhn, Phyllis J., Ph.D. Practical ideas for cost containment in microbiology. August 73
Kulikowski, Casimir A., Ph.D.; Galen, Robert S., M.D.; Weiss, Sholom M., Ph.D. Computerized diagnosis in the lab. July 41
Kull, David J. Retraining programs: Putting new opportunities within reach. December 44

L

Larson, Jann M. A stick in time saves nine. April 109
Lundberg, George D., M.D. Using a Delphi poll to solve lab problems. October 33

(continued)

Author Index

M

Maratea, James M. Medical technology: Job or profession? December 76
Martin, Bettina G. Reflections: Secretaries are indispensable team members. January 119
Martin, Bettina G. Reflections: Job enrichment: A path to personal growth. March 114
Martin, Bettina G. Reflections: Enlisting supervisor support: A key to constructive change. May 132
Martin, Bettina G. Reflections: Supervising: It's a learning process. July 147
Martin, Bettina G. The flexible budget: A technique for cost control. August 65
Martin, Bettina G. Reflections: Putting something over on your staff? Don't kid yourself! September 133
Martin, Bettina G. Reflections: The laboratory's front office comes of age. November 141
McNeely, Michael D.D., M.D.; Sharpe, Alan; Smith, Stephen. Using a home computer in the clinical laboratory. January 59
McNeely, Michael D.D., M.D. Interpretation and reporting by computer. May 65
Micklos, David. Do we really need the Coombs crossmatch? October 71
Morehead, Orinne. Our disaster plan had its trial by fire. May 123
Morrell, Michael X., J.D. Certificate of need: At the crossroads. July 121

N

Neal-Kaminski, Mara. Deyer, Carole A. Retraining programs: Which approach works best? December 55

P

Pendergrass, Theresa M.; Snyder, Mark E. Step by step by step: A complete procedure manual. April 173
Peter, James B., M.D., Ph.D. Two promising—and provoking—areas in clinical immunology. April 61
Peter, James B., M.D., Ph.D. What's to come in immunology. April 83
Peterson, Lynda. Workbooks streamlined our chemistry department. July 111
Pilot, Mitchell, M.D. Factors to consider in selecting a computer. January 33

Q

Quinlan, Kathleen; Kabbes, Dawn. A lab chart that organizes patient results. June 107

R

Rogers, Penny; Azar, Miguel M., Ph.D.; Koehler, Don. Raising a lab staff's communication skills. March 107
Roseman, Ed, Ph.D. Clear the air with a work climate survey. January 111
Roseman, Ed, Ph.D. How to recognize the problem employee. February 79
Roseman, Ed, Ph.D. How to rev up a lazy employee. March 77
Roseman, Ed, Ph.D. Managing the unpopular employee. April 119
Roseman, Ed, Ph.D. When you shouldn't take no for an answer. June 147
Roseman, Ed, Ph.D. Containing conflict in the laboratory. July 139
Roseman, Ed, Ph.D. The challenge of managing the older employee. August 99
Roseman, Ed, Ph.D. Dealing with the absentee or tardy employee. September 91
Roseman, Ed, Ph.D. How to cope with employee illness. December 85

S

Sattler, Janiece D. Tracking revenues and expenses. August 31
Sattler, Janiece D. Building budgets and figuring fees. August 39
Schmidt, Paul J., M.D. Blood and disasters: A sensible plan. June 157
Schmidt, Paul J., M.D. A letter way to improve transfusion practices. October 95
Schroeder, Helmut W. How we improved our hiring process. March 43
Sharpe, Alan; McNeely, Michael D.D., M.D.; Smith, Stephen. Using a home computer in the clinical laboratory. January 59
Smith, Stephen; McNeely, Michael D.D., M.D.; Sharpe, Alan. Using a home computer in the clinical laboratory. January 59
Snyder, Mark E.; Pendergrass, Theresa M. Step by step by step: A complete procedure manual. April 173
Soloway, Henry B., M.D. Viewpoint: Clinical pathology still has some growing to do. January 21
Soloway, Henry B., M.D. Viewpoint: Eradicating laboratory fraud. February 21
Soloway, Henry B., M.D. Viewpoint: The medicine man—then and now. March 21
Soloway, Henry B., M.D. Viewpoint: Plasmapheresis: An old idea with a new twist. April 21
Soloway, Henry B., M.D. Viewpoint: Will reason prevail in the AFP controversy? May 21
Soloway, Henry B., M.D. Viewpoint: Rh immune globulin: A ton of prevention? June 21
Soloway, Henry B., M.D. Viewpoint: What's behind the exodus from medical technology? July 21
Soloway, Henry B., M.D. Viewpoint: Cutting down on laboratory charges. August 19
Soloway, Henry B., M.D. Viewpoint: Letting the genie out of the test tube. September 21
Soloway, Henry B., M.D. Viewpoint: Should we screen for and quantitate fetomaternal hemorrhage? November 21
Soloway, Henry B., M.D. Viewpoint: Continuing education and true professionalism. December 21
Southwell, Terry. Do night-shift incentives work? June 43
Spark, Ronald P., M.D. Live, from Tucson, "Prescription for Health." October 83
Speicher, Carl E., M.D. Intepreting test results more effectively. May 53
Statland, Bernard E., M.D., Ph.D.; Braun, Bruce E. Test cost analysis in the clinical laboratory. July 59
Street, Ted. Reflections: Time management: A must for lab managers. February 119
Street, Ted. Reflections: Don't hesitate to delegate. April 182
Street, Ted. Reflections: To be an effective manager—be assertive. June 175
Street, Ted. Reflections: Computerizing? Expect the worst. August 113
Surbaugh, Roger. How an HMO teams up laboratorians and patients. May 109
Swezey, Carol B.; Jacobson, William, M.D. Do clinicians want laboratory advice? May 79

U

Umiker, William O., M.D.; Witmer, Nancy. The Gantt chart: A planning tool to speed up projects. March 63
Umiker, William O., M.D. SPs belong in your managerial portfolio. April 33
Umiker, William O., M.D. Picture a laboratory article, then write it! April 41
Umiker, William O., M.D.; Witmer, Linda; Yohe, Sue. Are you making full use of part-time help? May 93
Umiker, William O., M.D. Making the most of scientific meetings. June 79
Umiker, William O., M.D. Is a workaholic lurking in your lab? July 33
Umiker, William O., M.D. Good position descriptions help fit the employee to the job. September 33
Umiker, William O., M.D. Why every tech should be a specialist. November 131

V

Van Brunt, Jerome W. Continuing education: Not just for large labs. November 65

W

Weiss, Sholom M., Ph.D.; Galen, Robert S., M.D.; Kulikowski, Casimir A., Ph.D. Computerized diagnosis in the lab. July 41
Welk, Pat. Oh my God, I'm the safety officer! February 83
Werner, Mario, M.D. An easy way to determine your cost per test. March 67
Werner, Mario, M.D.; Abraham, Andrew A., M.D. Defining and defeating biohazards in the laboratory. July 81
Wilder, Rosemary. How one lab gauges job satisfaction. June 35
Witmer, Linda; Umiker, William O., M.D.; Yohe, Sue. Are you making full use of part-time help? May 93

(continued)

Author, Hot Line Index

Witmer, Nancy: Umiker, William O., M.D. The Gantt chart: A planning tool to speed up projects. March 63
Wozniak, Arthur. Combined management for clinical laboratories. October 137

Y

Yapit, Martha K. Give a slide show for safety orientation. December 65
Yohe, Sue: Umiker, William O., M.D.: Witmer, Linda. Are you making full use of part-time help? May 93
Youngberg, Annette. A microbiology course for nurses. February 97

HOT LINE INDEX

Budget

Countering the high cost of QC. March 124
When management limits salary increases. May 141

Career advice

Degree paths for future managers. January 122
If your boss is accused of fraud. February 121
A dictatorial pathologist. February 124
If you're passed over for promotion. April 188
Is moving out the only way to move up? April 192
A victim of unfair hiring practices? May 141
Job hunting after 50. July 151
Is it fair to ban moonlighting? October 151
Worried about job security. November 148

Communication

How do techs win physicians' respect? January 121
Supervising a satellite laboratory. January 122
A dictatorial pathologist. February 124
Continuing education coffee breaks. March 118
Selling management on a consultant. April 188
Is a suggestion box a good idea? April 188
To snare publicity for the lab. November 148
Too friendly pathologist. December 114
A boss who delegates blame. December 117

Continuing education

Degree paths for future managers. January 122
Continuing education coffee breaks. March 118
If you're passed over for promotion. April 188
Luring night shift to daytime CE. November 147
Upgrading a lab's teaching techniques. December 117

Delegation

Controversy over instrument selection. May 142

Developing employees

Supervising a satellite laboratory. January 122
When a position becomes obsolete. January 124
How to handle a cranky tech. April 190
When a technologist is too helpful. April 192
How to handle a demotion. June 176
Setting up an in-basket exercise. August 117

Discipline

Don't struggle with stragglers. June 176
Don't put up with insubordination. September 136

Evaluation

The exit interview. January 124
Can inspectors see personnel records? April 190
When you suspect faked test results. May 139
A victim of unfair hiring practices? May 141
A sexist evaluation. September 135
Techs' evaluation of supervisors. October 151

Fringe benefits

Doing a day-care feasibility study. July 152
Penalizing married couples? July 154
Mondays and Fridays make him sick. October 151

Hiring and firing

Fire someone to hire a super tech? May 141
Doing a day-care feasibility study. July 152

Interdepartmental relations

When testing goes undone. January 121
Cut down on unnecessary testing. February 121
A better requisition system. February 122
Should techs draw blood gas specimens? March 118
How do you promote team spirit? March 123
Shaping a conference out of chaos. August 119
Is the grass really any greener? September 135
A lab director's favorite department. November 147
VIP patient bypasses hospital lab. December 113

Labor relations

The exit interview. January 124
Unemployment compensation. February 121
What's a fair policy on unpaid leave? March 118
Can the 8-to-4 syndrome be cured? March 123
Must labs accommodate the handicapped? March 124
Fire someone to hire a super tech? May 141
How to deal with personal sloppiness. May 142
When to break bad news. June 178
Negotiating a give-back contract. July 152
Punched out, but still working. August 117
A leave policy that hinders return. November 150

Legal

If your boss is accused of fraud. February 121
Unemployment compensation. February 121
Should techs draw blood gas specimens? March 118
Must labs accommodate the handicapped? March 124
How to handle sexual harassment. July 151
Punched out, but still working. August 117
Should nurses fill in for striking techs? December 113

Morale

Putting out the welcome mat. January 121
Avoiding installation of a time clock. January 122
How do you promote team spirit? March 123
Is a suggestion box a good idea? April 188
When to break bad news. June 178
Is the grass really any greener? September 135
A lab director's favorite department. November 147

Motivation

Inspiring an underachiever. February 122
Can the 8-to-4 syndrome be cured? March 123
Doughnuts as an incentive. October 152

New supervisor

Give a boss some breathing room. August 120
A sexist evaluation. September 135

On call

Standby duty without training. October 152

Patient relations

VIP patient bypasses hospital lab. December 113
Getting the receptionist on schedule. December 117

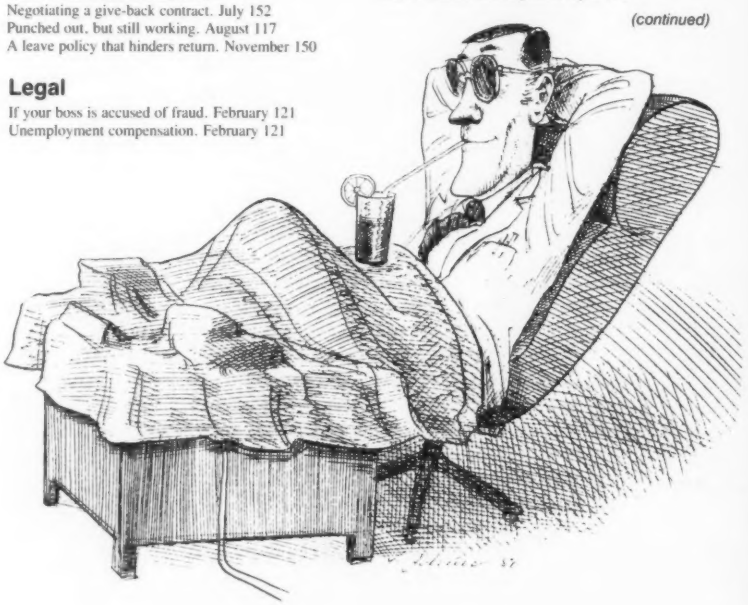
Planning

Selling management on a consultant. April 188

Problem employee

Inspiring an underachiever. February 122
How to handle a cranky tech. April 190

(continued)



Hot Line, Tips on Technology, Washington Report Index

When a technologist is too helpful. April 192
How to deal with personal sloppiness. May 142
Technologist on a busman's holiday. June 176
How far to go with a troubled employee. August 120
Don't put up with insubordination. September 136
Mondays and Fridays make him sick. October 151

Problem supervisor

What can a tech do about lab hazards? May 139
How to handle sexual harassment. July 151
Fiddling as techs do a fast burn? September 138
Too friendly pathologist. December 114
A boss who delegates blame. December 117

Professionalism

How do techs win physicians' respect? January 121
Checking on someone's credentials. November 147
To snare publicity for the lab. November 148

Quality control

When you suspect faked test results. May 139
Can't the routine urines wait? June 180
Make QC fun and informative. July 154
Non-testing time is productive. August 119
Guarding against clerical errors. November 150

Resource conservation

Cut down on unnecessary testing. February 121

Safety

What can a tech do about lab hazards? May 139
Are MT schools neglecting safety? July 154
Proper disposal of radioactive waste. August 117
Safe use of xylene in the lab. September 135
Where to learn about reagent hazards. December 114

Salaries

When management limits salary increases. May 141
Is it fair to ban moonlighting? October 151

Scheduling

Can the 8-to-4 syndrome be cured? March 123
A weekend schedule with no favoritism. May 139
The impact of 10 days on, 10 off. August 119
Holiday scheduling is no picnic. September 138
A seven-on, seven-off system. November 150
Getting the receptionist on schedule. December 117

Self development

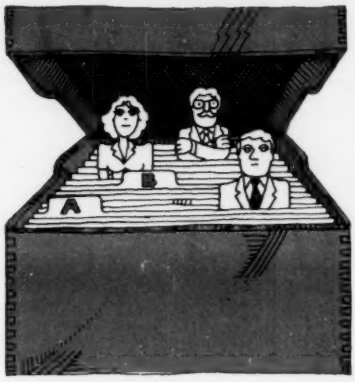
Is moving out the only way to move up? April 192

Staffing

Avoid installation of a time clock. January 122
What's a fair policy on unpaid leave? March 118
Keeping track of weekend techs. April 190
A weekend schedule with no favoritism. May 139
A registry service for temporary techs. June 178
The impact of 10 days on, 10 off. August 119
A leave policy that hinders return. November 150
A seven-on, seven-off system. November 150
Should spouses work together? December 113

Supplier relations

Controversy over instrument selection. May 142
Checking on a reputation for service. September 136
Should sales reps talk to everyone? November 148



Technical protocols

A better requisition system. February 122

Training

Putting out the welcome mat. January 121
Setting up an in-basket exercise. August 117
Upgrading a lab's teaching techniques. December 117

Workload management

Keeping track of weekend techs. April 190
A registry service for temporary techs. June 178
Can't the routine urines wait? June 180
Should nurses fill in for striking techs? December 113

TIPS ON TECHNOLOGY INDEX

AMMONIA LEVELS: April 15
ANTICOAGULANTS: July 15
ARSENIC POISONING: November 13
ASO TITERS: October 13
BLOOD AMMONIA: April 15
BODY FLUIDS: January 13
BRONCHIAL CELL COUNTS: September 17
CELL COUNTS, BRONCHIAL: September 17
CEREBROSPINAL FLUID: June 17
CHLAMYDIA: August 13
CK-Bi: July 13, December 13
CLUE CELLS: May 13
CPK ISOENZYMES: July 13, September 13, December 13
CROSSMATCH: January 17, June 13, December 15
CSF: June 17
CSF CELLS: March 17
CSF, GLUCOSE: March 13
DIPSTICK GLUCOSE: May 17
ELECTROLYTES: April 13
ENZYMES, LIVER: June 15
EOSINOPHIL COUNTS: May 15, December 17
EOSINOPHILS: July 13
EOSINOPHILS, NASAL SMEAR: November 17
ERYTHROCYTE SEDIMENTATION RATE: April 17, June 13
ESR: April 17, June 13
FASTING SAMPLES: December 13
FLUID, RENAL CYST: December 17
FLUID, SYNOVIAL: February 15
FLUIDS, BODY: January 13
GASTRIC ANALYSIS: March 17
GLUCOSE, CSF: March 13
GLUCOSE, DIPSTICK: May 17
GLYCOSYLATED HEMOGLOBIN: March 13
HEMOGLOBIN A_{1c}: March 13
HEMOLYTIC REACTION: February 15
HEPATITIS: August 13
HYBRIDOMA: February 13
INFECTION, NOSOCOMIAL: June 15
ISOMUNE-CK: September 13
LDH ISOENZYMES: May 13, October 17
LITHIUM, RBC: August 11
LIVER ENZYMES: June 15
LUPUS: August 13
MERCURY EXPOSURE: October 13
NASAL SMEAR EOSINOPHILS: November 17
NOSOCOMIAL INFECTIONS: June 15
PLATELET CLUMPING: September 15
PLATELET COUNTS: April 15
POISONING, ARSENIC: November 13
PREDICTIVE VALUE: August 11
PROTEIN, URINE: January 15
RADIATION MONITORING: January 13
RED BLOOD CELL LITHIUM: August 11
RENAL CYST FLUID: December 17
Rh_0(D) IMMUNE GLOBULIN: July 17, September 15
Rh IMMUNE GLOBULIN: July 17, September 15
Rh NEGATIVE: February 17
SICKLE CELL SCREENING: November 13
SLE: August 13
SPECIFIC GRAVITY OF URINE: July 15
SPINAL FLUID GLUCOSE: March 13
STAPHYLOCOCCUS EPIDERMIDIS: March 15
STAPHYLOCOCCUS EPIDERMIDIS IN BLOOD CULTURES: November 15
SYNOVIAL FLUID: February 15
TRANSFUSION REACTIONS: July 15
UNCROSSMATCHED BLOOD: June 13
UNOPETTES: October 17
URINARY PROTEIN: January 15
URINE, SPECIFIC GRAVITY: July 15
UROBILINOGEN: September 13
VENIPUNCTURE: February 13

WASHINGTON REPORT INDEX

How health care will fare with the new Administration and Congress. January 27
One lab's deficient performance leads HCFA to rethink cytology surveys. February 27
Blood bankers face burst of regulation. March 27
Reorganization of CDC: What it means to clinical labs. April 27
Mandatory experience reporting draws fire from labs, manufacturers. May 27
PSROs, allied health education face ax. June 29
Will "competition" come to health care? July 27
Decisions near on alpha-fetoprotein, other programs. August 25
New civil service standards include some good news, some bad. September 27
Medicaid bidding authority may affect labs. October 27
OSHA eyes safety deregulation for labs. November 29
Blood bank groups on the verge of a resource sharing agreement. December 25